

Docket No.: P4085
Title: AVAILABILITY, RELIABILITY OR
MAINTAINABILITY INDEX INCLUDING OUTAGE
CHARACTERIZATION
Inv: Paul S. Murray and Karen Learn
Replacement Sheet OIPE JUN 0 1 2004 PA TRADEMARK -INDEX -FEEDBACK TO CUSTOMER -USE IN DOWNSTREAM SYSTEM(S) 3/4 305 302 SYSTEM/ SUBSYSTEM DATA BUSINESS IMPACT VALUATIONS FOM(S) NEXT **EXTRACT RELEVANT EVENT** IDENTIFY BUSINESS IMPACT FACTOR(S) CALCULATE FOM CONTRIBUTION **FOR EACH** BEGIN DONE END 304 HISTORICAL DATA 301 LOG DATA FROM MONITORED SYSTEMS/SUBSYSTEMS OPTIONAL USER ____ INTERFACE

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Replacement Sheet

4/4

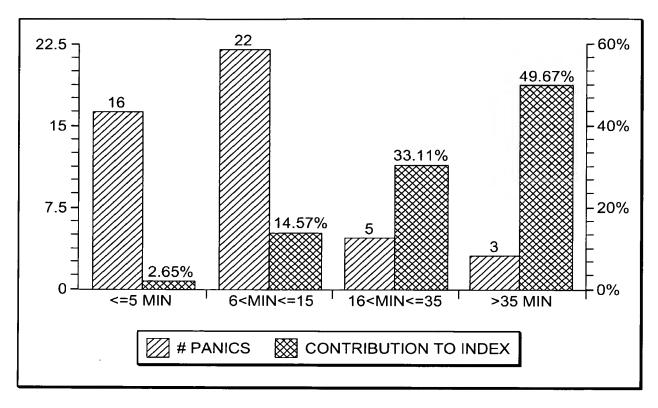


Fig. 4A

SERVER POPULATION:		128				
	CATEGORY:	<=5 MIN	6 <min<=15< td=""><td>16<min<=35< td=""><td>>35 MIN</td><td>TOTAL</td></min<=35<></td></min<=15<>	16 <min<=35< td=""><td>>35 MIN</td><td>TOTAL</td></min<=35<>	>35 MIN	TOTAL
	# PANICS	16	22	5	3	46
PANICS/MACHINE:		0.12500	0.17188	0.03906	0.02344	0.35938
RELATIVE WEIGHT:		100	400	4000	10000	
SERVER PANIC INDEX:		12.50	68.75	156.25	234.38	472
CONTRIBUTION TO INDEX		2.65%	14.57%	33.11%	49.67%	100.00%
TARGET IMPROVEMENT:		20%				
	TARGET INDEX:	377.5			_	

Fig. 4B